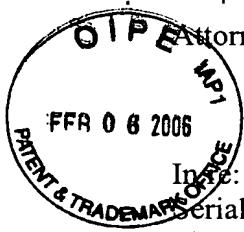


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TRW



Attorney's Docket No. 9259-2

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Inst: Bares et al.

Confirmation No.: 1465

Serial No.: 10/076,963

Group Art Unit: 2654

Filed: February 15, 2002

Examiner: Myriam Pierre

For: METHODS, SYSTEMS, AND COMPUTER PROGRAM PRODUCTS FOR  
PROVIDING AUTOMATED CUSTOMER SERVICE VIA AN INTELLIGENT  
VIRTUAL AGENT THAT IS TRAINED USING CUSTOMER-AGENT  
CONVERSATIONS

Date: February 3, 2006

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT**

Sir:

Applicants provide the present Amendment in response to the Official Action mailed November 3, 2005.

**A listing of the claims** begins on page 2 of this paper.

**Remarks** begin on page 18 of this paper.

It is not believed that an extension of time and/or additional fee(s), including fees for net addition of claims, are required, beyond those that may otherwise be provided for in documents accompanying this paper. In the event, however, that an extension of time is necessary to allow consideration of this paper, such an extension is hereby petitioned under 37 C.F.R. §1.136(a). Any additional fees believed to be due in connection with this paper may be charged to our Deposit Account No. 50-0220.